



PRESENTED BY



# FRENCH QUARTER FESTIVAL

## 2019 Volunteer Job Descriptions

**\*All volunteers must be 16 years and older and will be required to sign a release waiver online during the sign up process and at the check-in booth on festival grounds**

### **SURVEY TAKER**

This volunteer job is one of our highest priorities! Each year French Quarter Festival and The University of New Orleans collaborate on a survey questionnaire. The results from this survey are crucial for our economic impact study and help us to continue our festivals each year. Volunteers are needed to conduct visitor surveys. Each survey consists of approximately 26 questions and takes approximately five minutes to complete. This job requires an outgoing personality and standing for the duration of your shift.

**\*\*Volunteers working as Survey Takers will participate in a ticket earning program. For every 3 surveys completed, they can be redeemed at Volunteer Check-in for 1 food/bev ticket (up to 10 tickets)**

### **INFORMATION BOOTHS (Festival-Wide) & INFORMATION DESK (Jazz Museum @ Mint)**

Volunteers will help festival goers with questions, supply brochures and publications, give directions, and may be asked for suggestions as a local. Please communicate to the Volunteer Manager or any FQF staff, when brochure/publication inventory is running low or if a situation arises where you feel a staff member should be present, such as an emergency. Knowledge of New Orleans, the French Quarter, and French Quarter Festival is strongly advised. This job may require standing in a small area for the duration of your shift.

### **A.D.A. INFORMATION BOOTH**

Volunteers will help the public understand and navigate French Quarter Fest's inaugural Accessibility Program offerings. Festival goers with accessibility needs are encouraged to visit this booth located at our festival's Canal St. entrance. Volunteers will help festival goers with questions about the festival and accessibility options while supplying brochures and publications, volunteers may be asked for suggestions as a local. Knowledge of accessibility needs for persons with mobility, visual, auditory, sensory, and dietary needs is helpful but not essential. Volunteers will be supported in the ADA Information booth with a knowledgeable supervisor tied in to festival operations. This job may require standing in a small area for the duration of your shift.

## **MERCHANDISE BOOTH SALES**

Help us sell this year's official festival merchandise! Volunteers will be required to help customers, restock inventory, and keep booths clean and organized. This job requires standing in a small area for the duration of your shift. \*This job may require you to operate the cash register and handle money. We have a new cash register system this year. Please watch the following tutorial video by clicking the following link to ensure you feel comfortable with this responsibility. Cell phones, smoking, and vaping are not allowed while working in a booth.

**Preferred attire:** khaki or black shorts, or pants

**Cash register tutorial video:** <https://www.youtube.com/watch?v=J3TUbcGQi18>

*(ignore the part about adding customer names or discounts and the till closure - these will not apply)*

## **VOLUNTEER CHECK-IN: 2 LOCATIONS (Jax Lot & Jazz Museum @ the Mint)**

Volunteers will assist the check-in process of fellow volunteers, help locate booths, and provide volunteer t-shirts. We have 2 Volunteer Check-In booths within the festival, at Jax Lot and The Jazz Museum at the US Mint. Being able to take direction well and adapt under busy environments is a plus. Knowledge of New Orleans and the French Quarter is strongly advised but not a must.

## **BEER BOOTHS \*21+ Age Requirement**

All Beer booths will be selling alcohol, therefore it is required that volunteers be 21+. Beer booth volunteers will be asked to pour drinks and/or pass them to paid cashiers. Volunteers may also be asked to help restock beverage inventory during shift may occasionally be asked to lift up to 15 pounds. Money-handling will not be involved. This job may require standing in a small and sometimes wet area for the duration of your shift.

## **LUZIANNE ICED TEA & COLD BREW COFFEE BOOTH**

The Luzianne Iced Tea & Cold Brew Coffee Booth position will be very similar to our other beverage booths; however, this role can be filled by volunteers 16+. Volunteers will be asked to pour beverages, organize supplies, and assist in all operations of the booth. Money-handling will not be involved. This job may require standing in a small and sometimes wet area for the duration of your shift and may occasionally be asked to lift up to 15 pounds.

## **BIKE EASY'S BICYCLE VALET, sponsored by the New Orleans Hotel Collection**

Groups of volunteers will greet festival attendees looking to secure their bicycle in one of the corrals at the US Mint or along the riverfront. Volunteers will get bicyclists to fill out their contact information and provide a stub to claim their bike when they return. Volunteers will then walk the bike through the coral to an available parking spot and securely park it. This job may require continued short walks and handling bicycles in a careful manner.

## **USHER: JONES WALK LET THEM TALK STAGE**

Volunteers will assist staff in giving information to attendees, helping with seating, general maintenance and trash cleanup in between speakers. We ask that volunteers remain professional and courteous to attendees and speakers alike. Signs will be placed throughout for directions.

## **FESTIVAL SUPPORT KREWE – VOLUNTEER FLOATER \*21+ Age Requirement**

Volunteers signing up for this position may be asked to do any of the above job duties at any of the locations. Floaters are used to fill in voids from no-shows or filling in unforeseen gaps in scheduling. Volunteers may be asked to serve alcohol therefore this position requires you to be 21+. This job may require you to stand for the duration of your shift.

**Thank you for volunteering at the 36<sup>th</sup> Annual  
French Quarter Festival *presented by Chevron!***